

Westminster Scrutiny Commission

Date:	25 th April 2019
Classification:	General Release
Title:	Our Voice Staff Engagement Survey
Report of:	Lee Witham, Director of People Services
Cabinet Member Portfolio	Leader of the Council
Wards Involved:	All
Policy Context:	City for All
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1. Executive Summary

- 1.1 **Westminster City Council's Engagement Index for 2018 is 70%.** This is an increase of 4% from the previous year (66% in 2017) and the highest score we have ever achieved. The result is 4% above the local government average. This is a positive indicator that people are increasingly engaged by our vision of City for All and that that we are making positive progress in making this a great place to work.

2. Key Matters for the Committee's Consideration

The Commission is asked to:

- Provide views and input on the Westminster City Council Our Voice results.

3. Background

- 3.1 This is the second year of the refreshed staff survey 'Our Voice'. The survey ran from 10th September to 28th September 2018. The core set of questions remained the same with some minor changes to WCC specific questions which will help with trending.

3.2 The Engagement Index model embedded within the survey is “Say, Stay, Strive” and is devised by ORC International. Engaged employees have a sense of personal attachment to their work, they want to give their best to help it succeed, which in turn has a positive effect on business performance. There is a basket of 6 questions within the Engagement Index that measure people engagement.

4. Results

4.1 The overall **response rate for WCC was 62%** in 2018 which was the same as in 2017. It is good that nearly two thirds of our colleagues shared their views. Taking time to understand the results has been a key focus area for all directorates since the survey.

Employee Index	2018	2017	Difference	2018 result v Benchmark
I would recommend the council as a great place to work	61%	53%	+8%	+7%
If I were a member of the public contacting the council, I would be confident of a good service	61%	56%	+5%	0%
Working here makes me want to do the best work I can	80%	76%	+4%	+8%
I am proud to work for the council	74%	70%	+4%	+6%
I feel a strong sense of belonging to the council	54%	50%	+4%	+4%
I am committed to helping the council meet it's goals and objectives	89%	89%	0%	+3%

Individual Questions with the biggest increase since 2017

- I believe the work I do will help us to deliver City for All + 10%
- I would recommend the Council as great place to work + 8%
- I believe I will have the opportunity to be involved in the actions following the survey + 8%

Individual Questions with the biggest decrease since 2017

- I have the equipment and resources I need to do my job -7%
- My physical working environment allows me to deliver my work -5%
- I am satisfied with the overall benefits package - 3%

Comparison with Local Government (LG) benchmark: The survey has continued to be benchmarked against the LG average as our prime comparator. Within the Employee Index, Westminster City Council is ahead on 5 questions and in line on 1 question.

- 4.2 Within Our Voice, there are **9 Indices covering key areas**. The below table demonstrates we have made positive progress in 7 of these areas.

Indices	2018	2017	Trend
Local questions	66%	51%	+15%
Next steps	50%	42%	+8%
Working here	70%	66%	+4%
Senior Managers	59%	56%	+3%
Support & Development	48%	47%	+1%
Your Line Manager	66%	65%	+1%
Preparing for the future	45%	44%	+1%
Roles & Responsibilities	71%	71%	0%
Informed and Equipped	58%	60%	-2%

5. Actions following the survey

- 5.1 Following the results, 1-1 sessions were held with Executive Directors (EDs) to discuss results and insight for each unit. The EDs shared the details at senior management team (SMT) meetings and agreed action plans which are being implemented.
- 5.2 Headline results have been taken to Cabinet and each directorate results were shared with their respective staff. Details were also part of the staff conference in December.
- 5.3 A number of other actions have taken place including the successful launch of the new Hampshire County Council IBC system, enabling better tools, data and user-friendly navigation, and the implementation of staff networks to drive collaboration, involvement and diverse views.
- 5.4 In January the rollout of Windows 10 to provide people with better IT equipment commenced and in February, staff started to move back to City Hall which will help address concerns around the working environment.
- 5.5 In quarter 4, seasonal conversations took place as part of the new personal development framework to include discussions on career development and as part of the focus on inclusion and diversity, staff forum sessions have been held and a number of staff networks have emerged. The staff networks have been instrumental in driving collaboration and diverse views. A successful inclusion and diversity day was held on the 4th of April where the council launched positive action and diverse panels for all middle and senior manager vacancies, as well as reverse mentoring.
- 5.6 In quarter 1 there will be the implementation of a new talent and learning and development strategy which will be followed by staff awards in July and our next annual 'Our Voice' survey in September.

APPENDICES:

Please see attached Appendix with further details.

BACKGROUND PAPERS:

The full Westminster Our Voice report was used to formulate this report.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Report Author Aruj Haider x6619 ahaider@westminster.gov.uk